Statement of Work (SOW)

Telestream Software Maintenance Contract

Fairchild AFB, WA

20 February 2026

1. **Description of Services.** The contractor shall provide software updates support, and troubleshooting for Telestream Vantage Transcode, Vantage Analysis Pro, Vantage Workflow Designer, Telestream Send to Avid Playback and Interplay Delivery, Telestream V-Avid Advanced Avid Option, Telestream V-Camera, and Telestream Lightspeed systems at the Joint Personnel Recovery Agency (JPRA) 11604 W. Newkirk Road, Spokane WA, in accordance with all federal, state, and local laws, and regulations; manufacturer's recommended standards; commercial requirements; copyright laws and this Performance Work Statement (PWS).

1.2. **Scope of Work.** The scope of coverage ensures the Telestream Vantage Transcode, Vantage Analysis Pro, Vantage Workflow Designer, Telestream Send to Avid Playback and Interplay Delivery, Telestream V-Avid Advanced Avid Option, Telestream V-Camera, and Telestream Lightspeed systems stay up-to-date and operational.

1.2.1. **Support.** The contractor shall provide fully-trained Telestream technicians for support on Telestream software. This support includes: Diagnosis of problems~~;~~ and software updates.

1.2.1.1. Telestream Vantage Transcode, Vantage Analysis Pro, Vantage Workflow Designer, Telestream V-Avid Advanced Avid Option, Telestream V-Camera requires Silver level support Monday through Friday, 6:00AM – 6:00PM Pacific Standard Time (PST) excluding holidays with 6-8 hour response time during regular business hours, including Contractor shall assure JPRA has 24 hour access to Telestream Customer Portal Knowledgebase and educational content. JPRA will not be able to send logs to the contractor, due to the nature of the government work. In addition, JPRA will not allow remote access to any of the Telestream systems.

1.3. **Response Times.**

1.3.1. Telestream Vantage Transcode, Vantage Analysis Pro, Vantage Workflow Designer, Telestream V-Avid Advanced Avid Option, Telestream V-Camera: Shall be Monday through Friday, 6:00AM – 6:00PM Pacific Standard Time (PST) excluding holidays with 6-8 hour response time during regular business hours. Contractor shall assure JPRA has 24 hour access to Telestream Customer Portal Knowledgebase and educational content.

1.3.2. All: English speaking, priority telephone support, via a toll-free number, shall be available from 0600-1800 PST (Monday – Friday).

1.4. **Proof of Credentials**

1.4.1. Contractor must provide appropriate credentials and confirmation from Telestream that they are authorized to provide support for Telestream software. This information shall be provided along with the contractor submitted quotation and no award will be made without adequate proof of contractor credentials.

2. General Information.

2.1. **Hours of Operation.** This work center is staffed during normal business hours; Monday-Friday, 0700-1630, excluding some federal holidays. The observed date for federal holidays can be found on the OPM.gov site under holiday schedule.

3. Appendices.

Appendix A – Equipment List

- Telestream Software
- V-XCPROCONN-SW (includes Vantage Workflow Designer, SD & HD transcoding for proxy, web, edit, broadcast server, and MXF formats including IMF and DPP)
- V-AVID
- V-ANLZ-PRO-SW
- V-CAMERA-SW